



Volunteer Center of Battle Creek

34 West Jackson Street, Suite 4A Battle Creek, MI 49017

Ph: (269) 966-4189 Fax: (269) 966-4194 www.volcenterbc.org

"The Volunteer Center mobilizes volunteers and connects people, information, and services to build a strong, caring community."

May 29, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

The Volunteer Center of Battle Creek (VCBC)/211 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. The Volunteer Center is limiting its comments to the status of 2-1-1 service in Michigan.

VCBC employs seven employees and since August 1, 2002 has provided 2-1-1 service to Calhoun County reaching a population of 138,000. The database of service providers used for making referrals has listings for 620 agencies and over 2,000 programs/services. In 2006 our 2-1-1 call center received 27,806 calls.

The most common reasons clients give for calling 2-1-1 in our county are for utility and housing assistance: gas, electric, water, rent and mortgage bills. By using 2-1-1 data collected on unmet needs in the community, our local United Way was able to generate \$80,000 from area businesses to help meet the documented need for heating assistance at a time when no agency in the community had funding available. In 2005, 2-1-1 also served as the contact point for community members wanting to aid Hurricane Katrina evacuees who were brought to our local Air National Guard base.

The VCBC/211 has worked closely with community partners, including United Way of Greater Battle Creek, Calhoun County Senior Services, and the W.K. Kellogg Foundation, and devoted significant time and resources to implementing and





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operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Kari L. Marciniak

Kari L. Marciniak

Program Director



Program Delivery
Partner